

How we use your information

The collection of accurate information about you is vital in assisting your General Practitioner (GP), other clinical provider organisations and NHS Lambeth Clinical Commissioning Group (CCG) in providing you with the right services and health care for your needs. This enables you to be given appropriate information about your care, to make informed choices and where possible improve the services you receive.

Your GP and the CCG aim to share information that contains your personal details about you only with those involved in your care.

Confidential Information

Much of the information held about you may be confidential, such as records kept by health professionals you are seeing, services you use or treatment you receive. Everyone working for or on behalf of the NHS has a legal duty to protect your confidential information.

You have a right to privacy and confidentiality and it is important that these rights are respected.

Sharing and Consent

We will only collect and share your information when we are satisfied that we are meeting legal and best practice requirements. The details of what these legal and best practice requirements are can be found on the last page of this leaflet. Where required your explicit consent will be sought before any such sharing takes place in respect to your confidential or sensitive information.

You have the right to withhold consent to share your information but be aware that this may adversely affect the care you receive. Always consult your GP or relevant health professional before deciding to withhold consent to sharing your information, as they will be able to advise you on the possible outcomes of this decision.

At times, your information will be used in a de-identified or anonymised form to assist the NHS, Department of Health and health care partners for purposes other than direct clinical care .e.g. statistical and analytical information.

Circumstances may arise where the sharing of personal information needs to take place without the explicit consent of an individual in order to ensure i.e. the safety of a child, vulnerable adult or where the public may be at risk.

Your Health Record.

Your health record may be held in different formats; hand written (manual record) or held on computer (electronic).

Your health record will include:

- personal information, i.e. your address, date of birth and NHS number
- your contacts with healthcare, i.e. clinic visits and doctor appointments
- notes, reports and decisions about your treatment and care
- results of tests, i.e. X-rays, blood tests or scans

Your health record may include:

- information from other health professionals, relatives or carers.

Your care provider and the CCG will endeavour to ensure that your health record is accurately maintained, adequately protected and appropriately accessible to those involved in your care.

How your information is used:

Your record is used to provide your doctor, nurse or other healthcare professional with accurate information to assess your health and decide together with you, appropriate care for you. It will be used to ensure:

- your care is safe and effective
- other doctors or specialists have relevant details
- GP practice staff can book appointments and communicate with you and other parts of the NHS
- any concerns you have are investigated in relation to a queries or complaints.

Other ways the NHS uses your information.

Your information may be used to help us in:

- determining the general health needs of the population
- ensuring that our services meet future patient needs
- teaching and training healthcare professionals
- investigating complaints, legal claims, etc.
- conducting clinical audit, service evaluations, health research and development.
- preparing statistics on NHS performance
- auditing NHS accounts and service
- paying your health care provider

How you can access your information?

You have a right to see your health record.

An application to access your health record is known as a **Subject Access Request**

- Your request must be made in writing to the records manager at your health centre, GP Practice or health professional in charge of your care.
- You will need to provide details to enable the relevant organisation to identify you and locate your health records.
- It will assist those responsible for providing you with access if you are able to specify what it is within your record you want to see.
- There may be a charge to have a printed copy of the information held about you (maximum cost £50).
- It is important that you are aware there may be circumstances when information within your health record may be limited or withheld such as when it is in reference to a third party or where the concern is for your well-being or the well-being of others.
- Facilities may be available to allow you to view parts of your health record via computer.

Find out more about accessing your health record on the [NHS Choices website](#).

If you have concerns about your information.

It is important that your information is accurate and up-to-date. In order to ensure the accuracy of your information is maintained, please keep those responsible for your care informed of any changes in your circumstances, e.g.

address, phone number. If you should feel at any time that your record is in some way inaccurate or incorrect, you are entitled to have this information reviewed, amended or corrected in agreement with the relevant health professional.

[Supporting you – A Caldicott Guardian](#)

Each NHS organisation and General Practice is required to have a Caldicott Guardian who has responsibility for satisfying the highest practical standards for handling patient identifiable, confidential and sensitive information. The Caldicott Guardian also actively supports work to enable information sharing where it is appropriate and advises on options for lawful and ethical processing of patient information.

[Our partners in maintaining your health and well being](#)

Our partners include other NHS organisations, such as NHS England, Public Health England (PHE), NHS Direct, NHS 111, Hospitals, GPs and Ambulance services, as well as Local Authorities (LAs) Public Health, Social Services, Education and voluntary or private care provider services. We may need to share information about you so that we can work together for your benefit and wellbeing.

[Compliance](#)

Your care provider and NHS Lambeth CCG will endeavour at all times to comply with the statutory duties, laws and NHS policy which govern their use of personal and confidential information., These include the following:

- [The NHS Constitution](#)
- [The Care Records Guarantee](#)
- [Data Protection Act 1998](#)
- [Health and Social Care Act 2012](#)
- [Freedom of Information Act 2000](#)
- [NHS Confidentiality Code of Conduct](#)
- [Common Law duty of Confidentiality](#)
- [HSCIC Guide to Confidentiality](#)

[Further information and help](#)

Please speak to the health professional in charge of your care e.g. GP, Practice Manager or Hospital staff if you:

- would like to know more about how we use your information
- do not wish to have your information used in any of the ways described in this leaflet
- would like to raise any concerns about the information in your health record.

Should you require information on how your information is used in relation to a specific service i.e. Individual Funding Request (IFR) or Continuing Care, please contact SLCSU.InformationGovernance@nhs.net or call **020 803 9374**

If you would like this leaflet in another language, Braille, an easy-to-read format, or on CD or audio-tape, please contact NHS Lambeth Clinical Commissioning Group on 020 3049 4444 or email lamccg.mail@nhs.net.